



Health Services
LOS ANGELES COUNTY

Los Angeles County
Board of Supervisors

January 27, 2010

Gloria Molina
First District


Mark Ridley-Thomas
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D. 
Interim Director

SUBJECT: **MEDICARE PART D PILOT IMPLEMENTATION –
POST-IMPLEMENTATION STATUS REPORT**

John F. Schunhoff, Ph.D.
Interim Director

Robert G. Splawn, M.D.
Interim Chief Medical Officer

This is to provide the final status report regarding the Department of Health Services (DHS) implementation of onsite Medicare Part D pharmacy dispensing at the two pilot sites, Martin Luther King, Jr. Multi-Service Ambulatory Care Center (MLK-MACC) and Rancho Los Amigos National Rehabilitation Center (RLA-NRC).

Attached is a copy of the post-implementation status report. Very few patients have elected to utilize these two DHS pilot sites for dispensing of their Medicare Part D prescription medications. Medicare Part D patients may elect to have their prescriptions dispensed at any local community pharmacy that participates in the Part D program. There are multiple community pharmacies near each of these two DHS pilot sites that provide Medicare Part D dispensing services.

We have concluded the 6 month Medicare Part D pilot program at both pilot sites. DHS recommends deferring expansion of the service until a new pharmacy information system is in place system-wide. To ensure the continuity of care, DHS will continue to provide Medicare Part D service to dual eligible Medicare/Medi-Cal patients that elect to have their prescriptions dispensed at RLA-NRC and MLK-MACC pharmacies. If you have any questions or need additional information, please let me know.

JFS:AG:srj
808:001

Attachment

c: Chief Executive Office
Acting County Counsel
Executive Office, Board of Supervisors

313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

www.dhs.lacounty.gov

*To improve health
through leadership,
service and education.*



www.dhs.lacounty.gov

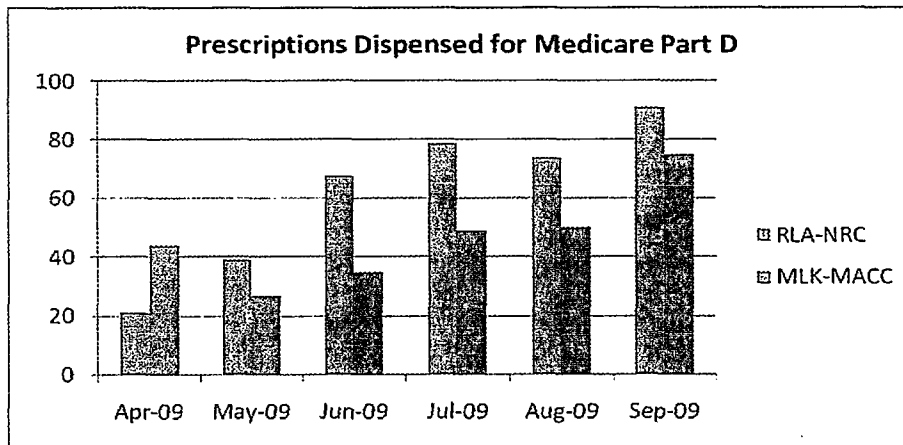
Post-Implementation Status Report Medicare Part D Pilot Implementation

*Rancho Los Amigos National Rehabilitation Center
Martin Luther King, Jr. Multi-Ambulatory Care Center*

Pilot Metrics – Measures of Success

Impact on Outpatient Pharmacy Operations – Pharmacy operations have not been impacted by the implementation of this pilot, as the number of outpatient Medicare Part D prescriptions dispensed from Rancho Los Amigos National Rehabilitation Center (RLA-NRC) and Martin Luther King, Jr. Multi-Ambulatory Care Center (MLK-MACC) has been very small. Outpatient pharmacy operations impact was measured by the change in staffing requirements and pharmacy wait times.

- 1) **Prescription Volume:** The following represents the total number of Medicare Part D prescriptions dispensed at each pilot site during the stated month. A total of 662 Medicare Part D prescriptions were dispensed at both pilot sites through the first 6 months, representing less than 1% of total prescription volume.



- 2) **Outpatient Pharmacy Patient Waiting Time:** Pharmacy patient waiting times is assessed as the change from the baseline patient waiting times (prior to pilot implementation) at each pilot site pharmacy. The Medicare Part D pilot has minimal impact to outpatient pharmacy patient waiting times. Note that patient waiting times are also impacted by other factors such as overall prescription volume and allocated staffing.
- 3) **Staffing Impact:** No additional staffing was necessary at either pilot site location.
- 4) **Cost Impact:** Revenue and expenditures were tracked during the Medicare Part D pilot conducted at RLA-NRC and MLK-MACC during the six-month project conducted April 1 through September 30, 2009. Overall, the reimbursement received for the 6-month pilot covered the direct costs and ongoing indirect costs for system maintenance and oversight. As participation was small during the pilot, increased participation would create added DHS cost to the program.
- 5) **Patient Satisfaction Survey:** Patients at each pilot site were requested to complete a standard survey to assess both their level of satisfaction with the onsite dispensing services

as well as their rationale for selecting to fill their Medicare Part D prescriptions at the pilot Medicare Part D DHS pharmacy. Overall, patients were satisfied with the Medicare Part D prescription service provided at both DHS pharmacies.

Conclusions

Overall, the amount of DHS patients that are eligible for Medicare Part D represents 4.7 % of total patients seen within our system. A total of 117 patients at RLA-NRC and 82 patients at MLK-MACC utilized the Medicare Part D pilot program. Six hundred and sixty-two Medicare Part D prescriptions were dispensed at both pilot sites through the first 6 months, representing less than 1% of total prescription volume. This data indicates that many patients with Medicare Part D have elected to continue to have their prescriptions dispensed at local community pharmacies.

Recommendations

DHS recommends that the current Medicare Part D pharmacy program continue at RLA-NRC and MLK-MACC. Given the limitations with the current DHS outpatient pharmacy information system, we recommend deferring the expansion of Medicare Part D services until a new pharmacy information system is installed system-wide that can facilitate both prescription dispensing and insurance billing. The Medicare Part D Work Team will continue to monitor the program annually to ensure the continuity of patient care services of Medicare Part D for RLA-NRC and MLK-MACC patients.